

JOB DESCRIPTION



Position Title: Director of Advising and Career Services

Department: Student Services

Employment Category: Exempt Staff

Primary Location: District-wide
Based on the Sierra Vista Campus

FLSA Classification: Exempt
Remote Work Eligible: No

Parameters: Full-time; 12 months/year

Pay Grade: EX13

Position Summary: The Director of Advising and Career Services is responsible for the planning, developing and implementation of academic and career advising services, promoting student retention, academic success, and career development of students while supporting the vision, mission, and values of the college.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Provides strategic and effective leadership and accountability for the district-wide delivery of high-quality and high-impact academic and career advising services, including academic planning; transfer and career exploration and planning services, and for monitoring academic progress, assisting with support interventions and providing resource referrals as needed

Designs, develops, implements and maintains a holistic case managed service delivery model in support of student development and success

Builds and maintains collaborative and productive partnerships across the college, including but not limited to academics, registration and records, financial aid, testing services, and accessibility services, in order to integrate the planning and execution of holistic, proactive, and seamless delivery of student services

Manages department staff, including hiring, onboarding, performance management and evaluation, general supervision and mentoring, with a focus on holistic advising, student success and completion; manages allocation of duties, training, and problem resolution; evaluates staff performance and makes recommendations for personnel actions; develops and conducts student success assessments; works in collaboration with the Associate Vice President of Student Services (AVPSS) on special projects as assigned

Oversees, analyzes, and makes budget decisions in alignment with college policy, mission, and priorities; participates in future budget development processes involving staffing and operations; reviews expenditures for approval and implements budgetary adjustments as appropriate

Participates in student outreach programs, student orientation, and other developmental activities coordinated by the department; attends career fairs, commencement ceremonies, convocation, and professional development activities

Collaborates with other college departments to develop and disseminate printed, social media, and web content regarding registration policies and procedures, degree requirements, graduation, cross-enrollment, and other enrollment initiatives

Serves on CARES Team; provides crisis intervention support and refers students to community agencies for personal counseling as needed; counsels students on academic policies, including warning, probation/suspension

Collaborates with the Office of Accessibility Services to develop student schedules

Collaborates with the Designated School Official for international F-1 Visa students, providing counseling and advising services as needed

Communicates and collaborates with AVPSS on relevant issues and maintains internal metrics and/or reports

Performs other related duties as assigned

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General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Master's degree in student development, counseling or a related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Four years related professional experience, preferably in a higher education setting

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered

Knowledge, Skills and Abilities:

Commitment to the community college mission

High level of personal integrity and professionalism

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of educational advising, career advising and services, tutoring and test administration, principles, practices, techniques and student development theory

Knowledge of student success services development and implementation

Knowledge of student resources, referrals and services

Knowledge of management practices and principles

Skill in listening to issues, synthesizing information, and reaching sound conclusions

Skill in presenting ideas and concepts orally and in writing

Skill establishing and maintaining effective working relationships with other department staff, faculty, students and the public

Skill in supervisory practices and techniques

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify, analyze and resolve problems, to use independent judgment and decision-making processes to take appropriate action, and to maintain strict confidentiality related to sensitive information

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

Work Environment: Work is primarily performed under limited supervision in an office setting with appropriate climate controls. Travel is required. Early morning, evening, and weekend work may be required.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports To: Associate Vice President of Student Services

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.